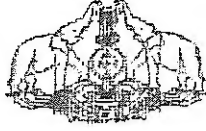


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21/2/18



GOVERNMENT OF KERALA

Abstract

Electronics & Information Technology Department – Centralized e-procurement of the State – Procedures in using the Government portal and Duties and responsibilities assigned to the service provider M/s Keltron – Guidelines - Approved - Orders issued .

**ELECTRONICS & INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT**

G.O.(Rt) No.25/2018/ITD

Dated,Thiruvananthapuram,01/02/2018

Read:- G.O(Ms)No.24/2017/ITD dated 18/11/2017

ORDER

As per the Government order read above, Government accorded sanction for implementing a Centralized Procurement System in Government for the purchase of commonly used Hardware items such as Desktops, Laptops, Printers, Scanners etc through an online Government portal (<http://cprcs.kerala.gov.in/>) developed for this purpose. M/s Keltron is entrusted as the service provider, who will derive rates for the commonly used IT equipments, through competitive bidding process. The committee constituted under the chairmanship of Chief Secretary shall be monitoring the progress of the scheme after its implementation.

In this regard, Government are pleased to issue general guidelines, attached as Annexure to this order, detailing the procedures to be followed by State department/PSUs/LSGIs and autonomous bodies for placing the work order in the Government portal and its functionalities and also the duties and responsibilities assigned to the service provider(M/s Keltron).

(By Order of the Governor)

**M.SIVASANKAR**

SECRETARY

To

All Additional Chief Secretaries / Principal Secretaries/Secretaries

All HoDs, Kerala.

The Director, Kerala State IT Mission.

The Principal Accountant General (Audit) Kerala, Thiruvananthapuram.

The Accountant General (A & E) Kerala, Thiruvananthapuram.

The MD, KELTRON.

Finance / Industries Department

Stores Purchase Department

IT(A/B/C)Dept

House Keeping Cell

✓ I&PRD, Web & New media

Stock file /Office copy

Forwarded / By Order

Section Officer

**GUIDELINES ON THE METHODS AND PROCEDURES OF CENTRALIZED PROCUREMENT  
SYSTEM INTRODUCED BY GOVT.OF KERALA**

**General Guidelines for departments / LSGs/government agencies etc.**

- 1) The Departments registered for procurement through the Govt. portal [www.cprcs.kerala.gov.in](http://www.cprcs.kerala.gov.in), will be provided with a user name and password for login.
- 2) The designated official from each Department/PSU/LSG etc and registered in centralized procurement PORTAL shall upload the IT Hardware requirement in the online portal developed by KSITM/KELTRON, as per the specification fixed by KSITM, for *initial demand aggregation*.
- 3) On finalization of the rates for commonly used IT hardware, Departments can choose the items required for **procurement** from the portal. Departments will have to *fill up a questionnaire* at the PORTAL to suggest appropriate specification of the PC / Laptop required for the department. [ For varied specification, refer para 12 ].
- 4) After choosing an item from the portal, the Department/PSU shall generate a proforma invoice from the portal. This is for getting necessary approvals from the appropriate authority for purchasing the items. The department / purchasing officer shall place the order to KELTRON through the portal. The total value of the product as mentioned in the portal shall be transferred in advance, to KSITM TSB Account opened for this purpose ( details will be shared in the portal) , at the time of placing the order. The total value of the item will be inclusive of all taxes and service charges applicable to KELTRON. Necessary provisions has been added in the portal. A confirmation statement will be generated by the portal for record purpose.
- 5) After items are delivered at site, respective office authority shall countersign the delivery chalan.
- 6) Department/PSU Officials shall also countersign the installation certificate produced by KELTRON which is already verified and signed by their engineer.
- 7) Department/PSU official shall use Complaint Management System for the technical support during warranty period or KELTRON **CALL CENTRE** ( Toll free number ) or mail to [rcservice@keltron.org](mailto:rcservice@keltron.org). [ Call Centre number will be available in the portal ]
- 8) Department official requested to inform, If any issue remains unsolved within the specified time-lines (Including RFP Timeline) , The matter may be informed to KSITM.
- 9) PORTAL will have provision for department to reject whole or part of the items supplied by the supplier, if do not conform to the specification or conditions.

- 10) KELTRON shall issue a final tax invoice to the department for record purpose.
- 11) Departments need not execute separate agreement with KELTRON / supplier in this respect.
- 12) If the department indent for *higher specification*, then minutes of the departmental Technical Committee which recommended a higher specification to be uploaded. If the product with specification requested is not available in the portal then KELTRON will process and tender separately for such items. Department will also have the option to purchase those items from *GeM* with approval of the appropriate authority / SPD.
- 13) The rates are derived only for commonly used items such as PCs, Laptops, Printers , Scanners, Photocopiers etc. For different line of items not included in this centralized system, departments may continue to follow the present practice of procurement as per rules.

#### **DUTIES & RESPONSIBILITIES OF THE SERVICE PROVIDER ( KELTRON)**

- 14) RFP Preparation, Specifications and SLA shall be in consultation with the Technical Committee of KSITM.
- 15) M/s. KELTRON shall publish e-tender from OEM Bidder/Authorized supplier under the monitoring of KSITM.
- 16) The EMD for the tender is fixed at Rs. 5 Lakhs ( max ) for different line of items and Tender Fee shall be Rs.25000/- + GST as applicable.
- 17) Pre- Bid meeting shall be arranged to avoid any vendor locking situations. Decision to change the RFP terms and conditions and Specification shall be only in consultation with the Technical Committee of KSITM.
- 18) Rate Contract will be valid for 6 months from the date of signing of the contract.
- 19) Evaluation of Bids shall be in consultation with Technical Committee of KSITM.
- 20) KELTRON will upload the IT Items Rate details with the Price of each item in the Online Procurement Management portal.
- 21) Orders shall be placed on three Bidders viz. L1, L2 and L3 Bidder in the predetermined ratio i.e. 60% quantity on L1, 30% on L2 and 10% on L3 after acceptance of L1 price by L2 and L3 Bidders. In case if L2, L3 does not agree to match the price of L1, the shares of L2 and L3 shall be awarded to L1 bidder. If the L1 bidders fail to supply the item, the party shall be blacklisted and EMD/SD/PBG will be forfeited. SLA and Contract agreement shall be executed by KELTRON with L1,L2 and L3.

- 22) KELTRON shall issue purchase order to OEM/Bidders/partner after obtaining order from Department/PSU. Supplier shall deliver the items onsite and provide comprehensive onsite support for hardware equipment.
- 23) The complete details of hardware items including Item Description, Serial Number, Make, Model Number etc shall be available in the online portal.
- 24) KELTRON engineer will visit the site of installation, verify and sign installation certificate, submit to departmental official for counter signature.
- 25) Countersigned Delivery chalan and installation Report of the items and other details shall be uploaded in the online portal, by KELTRON. [ Initially these documents will be signed physically, but digitally signed in the next phase. ]
- 26) Open source Device Compatibility issues to be addressed by KELTRON with support of KSITM / ICFOSS.
- 27) Installation Verification team shall consist of Supplier, KELTRON engineer and Department /PSU official.
- 28) Installation details shall be made available in the Online portal and each member of the team shall certify the equipment/ items received as per the tender Specification.
- 29) KELTRON Engineer shall upload the Photo of equipment in the portal till geo-tagging facility is ready in the PORTAL.
- 30) Supplier shall provide complete support for Hardware and OS issues and resolve them immediately.
- 31) If any service calls / complaints from departments , KELTRON shall raise tickets with OEM / Vendor and make entries in the PORTAL for SLA calculations.
- 32) KELTRON shall provide the support for various softwares, Browsers and its versions, DSC, Office suit, PDF Reader Plug-in like Java, etc related issues, Virus/Malware Removal, etc.
- 33) Once the department/ PSU confirms the completion of installation, KELTRON shall submit the letter to KSITM with Department/PSU Letter, Invoice and Installation Certificate for release of payment.
- 34) KSITM will transfer the amount after necessary internal approvals.
- 35) KELTRON shall release the payment to supplier within the prescribed time.
- 36) The penalty with respect to the service delivery, will be as per the RFP Finalized by KSITM Technical Committee.
- 37) For the issues outside the scope of OEM/Supplier ( like various software, Browser, DSC, Office, PDF Reader Plug-in like Java, etc and related issues, Virus/Malware Removal, etc) KELTRON engineer shall provide full support. Penalty in this regard will remain the same

as applicable to the OEMs. The maximum time resolution for solving technical issue is 24 Hours. If the issue remains unsolved for more than 24hrs ( working hours ) from the time of service call, Rs.100/- ( or as refixed by KSITM ) shall be deducted as penalty for each day from the 2<sup>nd</sup> day onwards. Maximum penalty is capped to 2% of the product value of the item to which penalty is applied.

38) The Online portal shall have the provision to calculate the penalty quarterly. KELTRON shall deposit the penalty amount to KSITM TSB Account /Govt Treasury.

39) KELTRON shall provide the Application admin user account to KSITM to monitor the activities. The user account shall have full permission to verify all activities in the portal.

40) KELTRON shall sign an MOU with KSITM in this regard.

#### **General**

41) Updations in the guidelines, if any, will be issued by Director, KSITM and will be uploaded in the Portal.

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